

TITLE OF POSITION

IT Manager – STH UK

Package

£50,000 - 60,000

Compensation will include access to private medical, pension and bonus schemes.

PURPOSE

The IT Manager will be responsible for leading the development, management and implementation of STH's technology and data systems. This is an exciting time to join a fast-growing business, looking to expand their team with driven talent with a desire to progress.

As an IT manager, you will have a critical role and contribute to the success of our organisation. You will be responsible for managing the technology that drives our business. You will ensure that the organisation's IT infrastructure is robust and that our ecosystem does not face any system downtime or security breaches.

Your role will also be to build or select systems for scalability and stay up to date with the latest best in class technologies. You will identify areas where new technologies can be implemented to improve efficiencies and streamline processes, which can help the organisation save time, money and give us a competitive edge.

KEY RELATIONSHIPS

Internal:

- STH UK Senior Leadership Teams
- Functional heads
- STH Group & Sodexo Live! counterparts

External:

- Preferred suppliers/agencies and consultants
- Data analytics firms
- IT providers

AREAS OF RESPONSIBILITY

Responsibilities

- **Strategic Planning:** Contribute to the development and implementation of IT strategies that align with the organisation's goals and objectives. Assess technology needs, identify opportunities for improvement, and plan for the implementation and maintenance of IT systems and infrastructure.
 - Analyse departmental needs, identify vulnerabilities, and boost productivity, efficiency, and accuracy to inform business decisions
 - Ensure network components work together seamlessly to meet business needs, using their full range of capabilities, and stay informed about new features and competitor solutions
 - Analyse processes, technologies, and vendors continually to find areas for improvement.
- **Project Management:** Provide guidance, support, and supervision to project team members, assign tasks to technical staff. Oversee IT projects from initiation to completion. Coordinate with stakeholders, manage budgets, and ensure that projects are delivered on time and within budget. Handle risk & change management, and stakeholder communication.
- **Vendor and Stakeholder Management:** Collaborate with vendors, negotiate contracts, and manage relationships with external service providers. Work closely with internal stakeholders, such as department heads and senior management, to understand business needs, prioritize IT initiatives, and ensure alignment between technology and organizational objectives. Ensure the vendor's skills and expertise align with the organization's needs. Foster a collaborative work environment.
- **Budgeting and Resource Management:** Responsible for managing the IT budget, allocating resources effectively, and making informed decisions about technology investments. Assess cost-effectiveness, negotiate contracts with vendors, and optimize the use of resources to maximize value for the organization.
 - Prepare cost-benefit analyses when upgrades are necessary, and monitor vendors to ensure that they are offering the best-possible service and value for business needs
- **IT Operations and Support:** Ensure the smooth operation of IT systems and services. Oversee the day-to-day IT

operations, including system maintenance, upgrades, and troubleshooting. Coordinate IT support services, handle incident response and problem resolution, and monitor system performance to minimise downtime and disruptions.

- **Security and Risk Management:** Responsible for ensuring the security and integrity of IT systems and data. Develop and implement security policies, procedures, and protocols. Monitor for potential threats, conduct risk assessments, and ensure compliance with relevant security standards and regulations. Manage security incidents and collaborate with cybersecurity professionals to mitigate risks. Verify application results by conducting system audits of technologies implemented. Preserve assets by implementing disaster recovery and back-up procedures and information security and control structures.

KEY QUALIFICATIONS/EXPERIENCES

- Degree in Information Technology such as Computer Science
- At least 5 years working in IT roles such as help desk technician, project management, configuration, integration, testing
- Team player, with digital transformation experience, supporting business with an agile mindset
- Ability to define, drive upgrades and troubleshoot IT infrastructure for a growing company
- Track record of project management with ability to anticipate risk and report progress
- Good level of knowledge of Cyber Security and Data Management
- Experience in online sales systems

PERSONAL ATTRIBUTES

- Innovative and proactive
- Curious and inquisitive problem solver
- Team Player
- Drive for results
- Adaptability - ability to cope with uncertainty and ambiguity
- Excellent communication with an ability to negotiate and influence.
- Strong organisational and leadership that translate into good project management skills

ABOUT US

[STH](#) partners with event owners to make the biggest sporting events in the world even better! From the Olympic Games in London and Tokyo, the Cricket World Cup in England & Wales to the Rugby World Cups in Japan, England, New Zealand and France, our award-winning team cover the globe to create travel and hospitality programmes with one simple ambition – to leave sports fans knowing they have just been part of an experience of a lifetime

With offices in London, Tokyo, Auckland and Melbourne. Throughout our various infrastructures, we are underpinned by incredible shareholder Sodexo, enabling a truly global reach and service offering.

Through joining STH, you can be part of a motivated, high-performing team that thrive on the excitement of working to bring fans to the heart of the action at the biggest sporting events in the world. We have a collaborative and driven culture, that thrive on collective success and empowerment. We endorse cross regional working wherever possible to elevate knowledge sharing and skills application, which creates a truly global network that maximises our external reach but also our internal relationship and development opportunities.

At STH, we consider our team members our primary asset, so we work hard to ensure our working environment is progressive and people focussed. This enables us to track and record strong engagement rates and high internal development and progression statistics, with a targeted focus on ensuring we retain that very best talent, sustaining our industry leading service standards.